

# Year In Review

2010 was a Year of Change for the City. On March 31, 2010, we saw the retirement of City Manager Jeff Ball, after 32 years of service to the City. Jeff served in the City Attorney's office, both as Deputy City Attorney and City Attorney, for about 22 years before becoming the City Manager in early 2000. Although he is no longer an employee of the City, Jeff continues to serve our community as a member of the City Parks Advisory Board and as a facilitator in the ongoing public safety discussions being conducted by the Citizens for Public Safety Committee. We extend our thanks and appreciation to Jeff for his past and ongoing efforts to serve our community and make it a better place to live.

Jeff was replaced by Rick Whitlock, who moved from his position as City Attorney into the City Manager spot. Rick is a native of Klamath Falls who graduated from Klamath Union High School before attending Willamette University. After obtaining his law degree from Willamette, he was in private practice as an attorney here in Klamath Falls for several years, after which he was a Deputy District Attorney for five years also in Klamath Falls. After 10 years in Salem working for the Oregon Attorney General in the Criminal Justice Division of the Department of Justice, Rick returned to his roots here in Klamath Falls, and he joined the City as City Attorney in June of 2000. When the former City Manager announced his retirement, the City Council appointed Rick to serve as City Manager, effective April 1,

2010. Rick is proud to call this community his home and he and the City Management Team look forward to helping guide the City through these difficult economic times and helping shape the future of our community.

With Rick's transition to City Manager, the City Council began an extensive search for a new City Attorney. On March 15, 2010, the City Council appointed Joanna Lyons-Antley to serve as City Attorney. Joanna grew up in Anchorage, Alaska, leaving her family to move to the "Lower 48" to attend school at the University of Washington where she obtained a B.A. in Business Administration and then moved south to Oregon where she attended law school at Willamette University. While attending law school, Joanna worked as a law clerk at the Oregon Department of Justice, Civil Recovery Division, and as an extern for the U.S. Bankruptcy Court. Joanna briefly worked in private practice, representing local governments in civil lawsuits. For five years prior to joining Klamath Falls, Joanna

worked as an in-house civil attorney for Coos County, a position similar to the City Attorney. Joanna has extensive knowledge of local government law and is thrilled to join the talented City staff and make Klamath Falls her home.

In addition to replacing the City Manager and City Attorney, the City also saw a change in leadership at the Airport. At mid-year, Airport Director Derek Martin left Klamath Falls for another airport-related position in New York. After several months of recruitment, the City Manager, with the assistance of a community selection panel, selected John Longley of Central California for the job. John has a 35-year career in local government and managed both the Marina and Porterville, California general aviation airports. In addition, John has had significant experience in working with military authorities. John is both a private pilot and a dedicated member of the Civil Air Patrol, U. S. Air Force Auxiliary. The City is fortunate to have an Airport Director with John's exceptional skills and background.

Although these changes in management personnel have been significant, we see the change as our opportunity to look for ways to improve how we may more cost-effectively and efficiently deliver the full range of City services to our residents, and we look forward to serving the citizens of Klamath Falls.



*City Attorney Joanna Lyons-Antley & City Manager Rick Whitlock*

# Administration

## City Grants

The City of Klamath Falls actively pursues all possible grant opportunities to obtain funds for City projects. Following is a list of grants either open or completed in 2010 for the Lake Ewauna Multi-Use Trail:

**PacifiCorp Foundation:** We received a grant award of \$2,500 on July 7, 2009 to assist in the design of the supply/return line, a survey and for design of the trail/water crossings. We hope to have this completed in January 2011.

**Klamath Tribes:** We were awarded \$3,029.06 to assist in the design of the supply/ return line, a survey and for design of the trail/water crossings. We hope to have this completed in January 2011.

**OR Parks & Recreation Land & Water Conservation Fund Grant:** We received notification that we were awarded \$56,618 to assist with the construction of the trail. We are waiting for further information from Oregon Parks & Recreation.

**OR Parks & Recreation, Local Government Grant:** The full grant request of \$49,600 was awarded to assist with the design and construction of the trail. The OIT chapter of "Engineers Without Borders" completed the conceptual design last year. We hope to have the project completed in 2011.

The following is a list of other Parks grants either open or completed in 2010:

**Oregon State Parks, Veteran's Memorial Grant:** The

Non-Commissioned Officers Association (NCOA) was awarded \$27,972 to assist with the construction of a geothermally-heated sidewalk between the Memorial and the Lake Ewauna Multi-Use Trail trailhead. The design and engineering estimates for the NCOA's grant application were prepared by City Engineering. The sidewalk will be completed sometime in 2011.

**Oregon State Marine Board Facilities Grant:** We received \$62,500 for the Klamath Lake Marina II parking lot. Construction began in early summer and was completed in October 2010.

**U.S. Fish & Wildlife Program South Portal Wetlands, Phase I, Removal of trash, culvert, some vegetation & invasive weeds and connect isolated ponds:** We received \$17,500 to assist with the removal of trash, vegetation and invasive weeds, the construction of a culvert, and connection of the isolated ponds. We hope to have that work completed in 2011.

**Home Depot USA Building Healthy Communities Grant, Kit Carson Bathroom Renovation:** We received a Home Depot gift card to purchase the ADA retrofit materials for this project. The Klamath Kiwanis volunteers completed the reconstruction of the restroom roof, installation of two

new skylights, fixtures, and the metal roofing this year. New ADA sidewalks were also installed.

**Moore Park & Stukel Park Tennis Court Rehab:** The Klamath Community Tennis Association donated \$500 to the City to assist with the rehabilitation of the Stukel and Moore Park tennis courts. The Friends of Moore Park also donated \$500 to assist with the rehabilitation of the Moore Park tennis courts. Both tennis courts were resurfaced and painted by volunteers and were completed August 2010.

**Oregon Wild, Healthy Rivers Campaign, Putnam Shoreline Wetlands Project:** We were awarded \$35,000 this year for this wetland enhancement project. Grant agreement documents are being drafted.

**US Fish & Wildlife, Putnam Shoreline Wetlands Project:** We were awarded \$59,945 in September 2010, with a term length of five years to complete the project. This project will be for design and construction of wetlands, shoreline stabilization, wildlife viewing area, and a bicycle/hiking trail between Putnam Landing and Moore Park Marina I.



# Administration, cont.

The following is a list non-Parks related grants either open or completed in 2010:

**Federal Highway Administration CMAQB unpaved Street Projects 2009/2010:** We received grant funds of \$1,583,438. Two new street sweepers were purchased for approximately \$384,000 and the rest of the funds will be used on the unimproved streets in the City.

**EPA-STAG , Westside Sewer Capacity Upgrade (now Kingsley Field Capacity Upgrade):** We received grant funding of \$433,000 to assist with the construction of a sewer capacity line on the Westside. The matching funding from developers fell through so the City changed to a smaller project, the Kingsley Field Capacity Upgrade, which was completed this summer.

**Byrne Memorial Justice Assistance Grant 2009 Local Solicitation , update computer equipment for Police Department:** Grant funding of \$15,800 was received to purchase computer equipment. This grant did not require any matching funds by the City. The equipment was purchased and installed this year.

**Byrne Memorial Justice Assistance Grant Local Solicitation, Equipment for Police Department:** Received grant funding of \$65,078 toward the purchase of two dual-purpose motorcycles (plus wireless radio kits, lights & sirens & installation), 28 active shooter plate carrier packages, software for patrols cars, supplemental body armor, six data in-car computers, and a crime statistic tracking software

program. This grant did not require any matching funds by the City.

**Byrne Memorial Justice Assistance Grant Local Solicitation, Purchase of Dragon Speech Recognition Technology:** We received grant funds of \$17,132 to purchase software that will allow the Police officers to dictate their reports with the software typing them out on a computer. The software will be purchased early 2011. This grant does not require any matching funds by the City.

**US Dept. of Justice COPS – Two Police Officer Positions for three years:** The City was awarded \$508,492 to employ two officers for three years. This grant does not require any matching funds by the City. Two patrol officers have been hired.

**Oregon Department of Energy (EECBG) – Replace 1/3 of City Street Lights with LED Energy Efficient Lights:** Received a grant award of \$225,268. The City is in the process of finding a type of lights will give the correct amount of light but still meet the EECBG's specifications.

**ODOT Bicycle/Pedestrian Grant Program, Washburn**



**Way/Eberlein Avenue Sidewalk Construction:** The City requested \$367,850 for this project. ODOT notified the City that they had been selected as the First Alternate Project.

**Community Development Block Grant, Regional Housing Center:** We received a grant of \$96,000 to fund operating a regional housing center for Lake and Klamath Counties.

**Community Development Block Grant, Head Start:** We received grant funds of \$800,000 to purchase a building for Head Start. The building was purchased this year.

The City lends it grant expertise to write grants for community organizations. Following is a list of those community grants:

**Klamath County Tourism, Babe Ruth Association:** The Association received funding of \$10,000 to pay for advertising the 13-15 year old Pacific Northwest Regionals at Kiger Stadium. The advertising will start in the spring of 2011.

**Klamath Tribe, Klamath Falls Little League:** The Little League received \$2,500 to build two new fields. Both fields have been built.

**Klamath Tribes, Kiger Stadium Association:** The Association received \$1,000 to help renovate its concession stand. The concession stand has been remodeled and was in use this past summer.

# Administration, cont.

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## *Sanford Pediatric Clinic*

Thanks to the efforts of the City (spearheaded by Councilwoman Trish Seiler), Klamath County, the



Klamath County Economic Development Association, and Team Klamath; a branch of the world-renowned Sanford Pediatric Clinic has plans to open an 8,600 square foot clinic in late spring of 2012 in the Campus Drive area of Klamath Falls. The clinic, to start, will employ three pediatricians and 15 to 20 staff members with plans to increase to six pediatricians with a corresponding staff increase.

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## *Parks Division Awards*

The citizens of Klamath Falls have a wonderful park system. This premise is supported by the fact that the Parks Division received three awards last year. The Division received the Annual United Way Award for Excellence for Outstanding Service and Dedication for improving the beauty and service of the Parks system for the people of Klamath County; the 2010 Tree City USA Award (The Parks Division has received this

award every year since 2002.); and an award from the Klamath District Office of the Boy Scouts of America for Outstanding Service. Parks Superintendent of Operations Ken Hay received the United Way Volunteer of the Year award.

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## *Jeff Ball*

Former City Manager Jeff Ball, employed by the City for 32 years, retired last April. In gratitude, the City held

a retirement party for Mr. Ball March 31, 2010 at the newly-remodeled South Portal Building. A room at the building was named for Mr. Ball.



**John Bellon & Ken Hay, Parks Superintendents, with USA Tree City Award.**

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## *New Faces on City Council*

After 16 years, there will be two new faces on the Klamath Falls City Council. Greg Taylor and Dan Tofell received the most votes in the 2010 Election to defeat the incumbent for Ward 3, Representative Cheri Howard, and Ward 4 Representative Betty Dickson. Councilman Bill Adams retained his Council position and was elected to serve four more years.

Greg Taylor, who will represent Ward 3, spent 28 years in the U.S. Coast Guard and is employed as an instructor by Klamath Community College. He has served on the Klamath Falls Planning Commission since 2006. Dan Tofell, representative for Ward 4, is retired and served as the City of Klamath Falls Police Chief for 23 years. Bill Adams was the representative for Ward 5 from January 1987 until December 1994 when he opted to run for County Commissioner. In January 2003, Councilman Adams was elected as Representative of Ward 5 and has served in that capacity since then. The newly elected City Council members will take their oath of office at the first Council meeting in January 2011.

We wish Cheri Howard and Betty Dickson the best and thank them for all of their years of service to the citizens of Klamath Falls.

# Water & Geothermal

In 2010, the City of Klamath Falls Water and Geothermal Division, a division of the Public Works Department continued to commit to providing the highest quality of service while supplying potable water to over 40,000 residents and businesses throughout the basin. They also provided geothermal heat and snow melt service in the downtown areas.

## Water Utility

The year 2010 was a very busy and productive year for the Water Division with numerous water mainline replacement projects and an update of the Water Master Plan. The master plan focuses on forecasted areas of growth and necessary water system improvements that will allow the Division to continue to provide a safe, reliable water supply to the residents of Klamath Falls and the suburban areas. A completely new water utility mapping system was also completed as part of the 2010 Water Master Plan. A GIS (Geographical Information System) was included as part of the mapping task, which includes the development of a water GIS strategic plan, a water facility geodatabase and up-to-date digital maps of the existing water system facilities in a common, standard coordinate system. Division staff improved the accuracy of the system by conducting field surveys of key locations such as water valves, hydrants, meters, and storage and pumping facilities using GPS (Geographic Position Survey) equipment. The Water Divi-

sion delivered over two billion gallons of water to our customers and collected over 600 water samples with no quality parameter violations. In the summer of 2010, the State of Oregon Department of Human Services Drinking Water Program completed a two day water system survey for the City of Klamath Falls water system facilities, including a review of all maintenance and water quality records. Providing a safe and reliable supply of potable water is of the highest priority and the Water Division staff continued to identify, control and/or eliminate numerous-cross connections within the water system which pose a risk of a possible source of contamination to enter the drinking water. The Water Division updated the Water System Capital Improvement Plan as part of the City of Klamath Falls Fa-

cilities Plan and Capital Improvement Program. The Department also saw the retirement of Mr. Steve Seratt from the Water/Geothermal Division. Steve served as Division Manager for approximately five years and was with the City of Klamath Falls for a total of more than 25 years, working for both Airport Operations and Streets Division. In September, Randy Travis was promoted from the Water Operations Supervisor position to the Division Manager position.

## Water System Optimization Program

One element of this program was the installation of more than 8,000 feet of 16 inch water main from the Conger Wellfield to Oregon Avenue routed down California Street



*Contractor setting a new well generator at Conger Wellfield.*

# Water & Geothermal, cont.

in conjunction with a pavement replacement project on California Street. The purpose of this transmission mainline is to provide additional and redundant water supply to the north end of the City including the areas around the Sky Lakes Medical Center and Jeld Wen.

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## **Water System Interagency Response Program**

As part of this program, the Water Division has completed the installation of 2,900 feet of 12 inch waterline on Altamont Drive and on Crosby Avenue. This project is in response to Klamath County's project to reconstruct Altamont Drive and Crosby Avenue. This is the first phase of a four-phase project, with one phase being constructed each year until the project is completed ending at the Southside Expressway.

pected to have a minimum service life of 80 years. Another aspect of the Water System Rehabilitation Program is the water meter replacement program. Division staff has completed the replacement of all 1½ inch and 2 inch water meters and have started changing out the 3 inch and 4 inch water meters throughout the water system. Staff

survey, which identified 23 non-surfacing leaks. However, the leaks that are being identified are significantly smaller than leaks that were identified just a few years ago, which indicates that the annual leak detection surveys are successful in identifying leaks before the leak has a chance to become major, and potentially cause property



*Rod Denson & Water Division crew during water main repair.*

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## **Water System Rehabilitation Program**

The Water Division replaced 2 inch steel water mains on Wilford Street, Austin Street, Bartlett Avenue, and Alma Alley. These steel waterlines had reached the end of their service life and were creating numerous leaks. Eight-inch waterlines were installed on each project with the exception of Alma Alley which was replaced with a 12 inch main due to the need to supply a larger volume of water to the nearby Jeld-Wen industrial area. All of these new waterlines are ex-

is also replacing all 5/8" water meters that have been in service more than 10 years. The old meters are rebuilt, tested to insure accuracy and re-installed back into the system at another location. By maintaining accurate meters throughout the water system, we are able to reduce unaccounted for water losses and maintain or even increase water use revenue without increasing water rates. Additionally, the Water Division completed a contracted 40 mile systematic non-surfacing leak detection

damage. Leak detection and repair is also an effort aimed at reducing unaccounted for water losses.

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## **Water System Modernization Program**

As an element of this program, the Water Division installed an additional emergency power backup generator at the Conger Wellfield. This new generator is intended to supply emergency power to well numbers 8 and 9. With the addition of this generator the Conger

# Water & Geothermal, cont.

Wellfield now has two emergency power generators, which will be capable of supplying electricity to the wells in case of an extended power outage. This, in turn, will provide a reliable supply of water to our customers even during the highest demand periods of the year should the lights go out. Another element of the system modernization program is the upgrading of the pumping and storage facilities control systems. With the continued improvements in communication technologies, this upgrade will allow for more accurate and faster control of water pumping facilities as well as providing for expansion of the communications system into the foreseeable future.

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## *Geothermal Utility*

During 2010, Division staff was focused on maintaining existing facilities in an effort to provide reliable heating service to our heating district customers and to the citizens of Klamath Falls who utilize the sidewalks and bridges downtown that utilize ice and snow melt service. With the replacement of worn out leaking steel mainlines last year, geothermal leaks have been reduced; however, there were several leaks during this year that required repairs. One such leak occurred on 8<sup>th</sup> Street and Pine Street. Crews were able to locate and repair the leak in a very timely manner with a minimum of service disruption to our customers. Two additional minor leaks were located and repaired during the winter of 2010, again with a minimum of service disruption. A cooler spring and

summer required the geothermal system to continue operating until late July and it was returned back into service the first week of September. The system is normally shut down in early June for maintenance activities and placed back into service in early September. All of the required maintenance activities were completed by Division staff during the shortened shut down period.

Division staff has also installed two ultrasonic geothermal service meters and British thermal units (BTU) calculators on customers' service lines. The geothermal service flow meters and BTU calculators that were being used throughout the system have been discontinued and are no longer available. We were faced with the necessity of identifying another meter type to replace the existing obsolete meters when they fail or when we install meters on customer service lines that are currently not metered due to flat rate agreements already in place. The ultrasonic meters do not have any moving parts to wear out and can be installed with a minimum of disruption to the customer's service. These meters will provide for more accurate registration of usage and can be programmed to suit most any application.

Staff is currently moving forward with finalizing the design and construction planning for the installation of geothermal snowmelt service to the Veteran's Memorial located within Veteran's Memorial Park and is scheduled to be tenta-

tively completed during the summer of 2011. Snowmelt mainlines will be extended from the Timbermill Shores development snowmelt system along the Lake Ewauna pedestrian walkway west into the park and connecting to the snowmelt lines that were installed during the construction of the Veteran's Memorial pavilion.



*Jose Luna installing a leak repair clamp on a geothermal main.*



*Chris Barrington flow testing a fire hydrant for the Air National Guard.*

# Human Resources

This has been a year of change for Human Resources. Sue Kirby, Director, started last November 1<sup>st</sup> and has taken on several projects employees had requested in the past. Renee Blakely received a well deserved promotion in October to Risk Manager/HR Specialist. Her new position will bring more consistency and process to our Risk Management objectives as she continues to deliver the same front-line HR support.

One of the key projects that HR drove this year was the hiring of two new Directors. Joanna Lyons-Antley was recruited to fill the spot left as City Attorney with the promotion of Rick Whitlock to City Manager. Also, John Longley was recruited to fill the Airport Director role which was vacated in May. These recruitments were vital to our ability to continue as a strong City Management Team.

Employees are excited about the new leadership training course that began last April when the Management Team completed The Leadership Challenge Workshop®. Dan Schwab, an experienced instructor who has worked with other public agencies, led the workshop. His insights into the unique leadership challenges of a City Management Team were very helpful in adapting the material to our specific situations. This helped the team imagine ways to creatively apply the five leadership principals to the challenges faced daily. As a result of this course, the Management Team took on the responsibility of teaching the Leadership

Challenge Workshop® to all managers of employees at the City. Two modules have been completed and the final one is planned for early 2011. As we continue on this leadership journey, you will see many changes to better serve our citizens.

Parallel to the Leadership training, we embarked on a program to clarify the common workplace values among our 166 employees. Focus groups were held to allow every employee to talk about their most important values. This data



was then analyzed by a cross-functional team of employees who determined the five most commonly mentioned values and specific definitions as set out by the focus groups. We now have "rCITY" as the acronym that represents our City's values: respect, Communication, Integrity, Teamwork, and family. We continue to roll-out activities that will emphasize and strengthen the Values of the City.

Of course, the normal HR activities must continue while we move into new projects. PacificSource

Health Plans was not competitive in their renewal rates and forced the City to change carriers once again in 2010 to City/County Insurance Services. We are actively working on Wellness programs to keep our employees healthy and active in the hopes of stabilizing our experience ratings and premium hikes. Constantly increasing health care costs remain a concern for the City.

We recruited and hired seven positions this year. These were replacements for retirements or res-

ignations. There were no additions to overall staff in 2010. All-in-all, it was a very active year for HR as we continue to support the success of our employees across the City. The year 2011 will start with a bang, the final Leadership session is scheduled, rCITY Values activities including a rewards program are planned, both our Union contracts are open for negotiations, the City is completing a Classification and Compensation Study of all our jobs, and both Wellness and Safety have increased emphasis through new City-managed programs.

# Engineering

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## City Engineering

City Engineering is a division of the Public Works Department that provides a variety of technical services to other City departments, developers, engineering firms and the general public. The focus of this division is to provide information on design and construction standards required for public infrastructure within the city of Klamath Falls. City Engineering has several programs: Capital Projects, Development Services, Records Management and Geographic Information System (GIS). Engineering has on staff two professional engineers, a registered land surveyor and certified water rights examiner; all licensed by the State of Oregon. Additional Engineering staff include: Plans Examiner, Utility Records Specialist, Design Specialist and an Inspector.

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## Capital Projects

The Capital Projects section assists the Public Works Divisions and other City departments with design and construction of projects authorized in each year's adopted City budget. Capital Projects produces some design in-house in years with few projects, but in busier years staff primarily acts as procurement processors for design and construction contracts and assures design and construction is performed to meet the funding division's requirements.

Below is a list of city wide CIP projects recently completed:

- Conger well field backup power generator #2
- California Avenue water transmission main
- Altamont water line replacement
- Various leaking and undersized water main replacements
- Citywide paving of unpaved streets
- 6<sup>th</sup> Street bridge joints replacement
- 6<sup>th</sup> Street bridge grind and inlay
- California Avenue street grind and inlay
- Klamath/Eldorado grind and inlay
- Kingsley sewer line replacement

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## Development Services

The Development Services section represents all of Public Works when reviewing development plans to assure compliance with City policies and the City's Public Works Engineering Standards (PWES). Development Services staff provides comments on development plan compliance in regards to approval of land use applications such as: subdivisions, land partitions, condominium plans, property line adjustments, residential remodels, annexations, zoning changes, conditional use per-

mits, street vacations and variance requests. Other permits that are reviewed and issued by this office are franchise (power, gas, telecom) utility permits for excavation in public rights-of-way, obstruction permits (temporarily closing off vehicle or pedestrian access within a public street or alley, including sidewalks, parking spaces, travel lanes, etc.) and encroachment permits (encroachments include any tower, pole, pole-line, pipe, pipeline, deck, billboard, stand, building or any other such object or structure which is placed in, upon, under, or over any portion of any public right-of-way or other public property).

Once development plans are determined to be in compliance with City requirements, Development Services staff issues Site Construction Permits (SCP) which authorizes project construction. The projects are generally within the City limits although some projects are outside the City limits but need only water service from the City.



*A section of old pipe that was removed and replaced.*

# Engineering, cont.

New development projects built within the City limits typically include new public improvements that will be necessary for development within the City, and once built to City standards will be dedicated to the City after construction acceptance. Public improvements typically required for Klamath Falls and most other municipalities include: water lines and booster stations, sewer lines and lift stations, street lights, geothermal heat, traffic control devices, streets, sidewalks, storm sewer lines and detention ponds. These improvements are located in City owned rights-of-way and/or easements including underneath the streets. The Development Services section conducts inspections of all new infrastructure as construction occurs for new development (subdivisions).

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## **Records Management**

Our Records Management section is the “repository of records” for City infrastructure and is responsible for maintaining all records associated with public improvements infrastructure construction. Record drawings for City and development projects and associated construction files (planning files are located in the Community Development Department) are stored and available for public viewing to anyone filing a public information request. Copies of all documents are available for a fee (staff time and costs of copies). Public Works Engineering Standards (PWES), Master Plans, Traffic Studies, etc. are also available through our

## **Mayor**

**Todd Kellstrom**

**Term 2009-2012**

**Phone: 883-5316**



With regard to the mid-term elections, 2010 certainly was an entertaining year. Federal, state, county and city officials felt the dismay of the electorate, and the face of politics changed on every

level. Locally, City Council will have two new faces as of the first of the year. I would like to thank Cheri Howard and Betty Dickson for their many years of service to the City and to the citizen's of their wards, and extend best wishes to Dan Tofell and Greg Taylor as they enter the political arena.

The Council faces some difficult tasks in the coming months. Public safety is a serious concern for all of us and will require creative thinking and leadership to resolve this daunting issue. The TMDL, or water quality problem, will continue to present an onerous burden on our ratepayers. We are currently researching alternative means to lower the phosphorous levels in Klamath Lake and lessen the financial impact on the City wastewater ratepayers. Also, melding the City and County Planning Departments is being discussed, not necessarily from a financial aspect, but from a customer service and logistic standpoint.

I assure you Council and staff will work diligently this year to make our City a better place to live and do business.

Records Management section.

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## **GIS**

City Engineering is in the process of establishing and building up an infrastructure geographic information system (GIS). The CIS system will be available as it is developed over the next several years and individual GIS layers are completed. Public Works currently has a com-

plete GIS layer for streets and water lines and initial sewer line and geothermal GIS layers. Future planned GIS layers will be a complete sewer line inventory, street lights, traffic signals and City owned fiber optics lines. Once Klamath County updates their Assessor's maps and parcel map systems, the City's completed GIS system will allow on-line access to most or all records for any property within the City limits.

# Police

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## Mission Statement



The Mission of the Klamath Falls Police Department is to consistently contribute to a safe community environment with professional and efficient law enforcement services.

Our services shall promote economic growth and a strong family-oriented community through effective crime investigations and the apprehension of criminal offenders. The Klamath Falls Police Department operates with fiscal prudence as we effectively manage our available resources.

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## Crime Statistics

Contrary to popular perception, the crime rate in the City of Klamath Falls has been steadily falling for the past 15 years and is now half of what it was in the mid 1990's. In 1996 our serious crime rate was 66.5%. In 2008, the City crime rate was only 31.8%. For the past 10 years the crime rate for the City of Klamath Falls has been consistently below the state-wide average.

KFPD had the highest crime clearance rate in 2007 among our neighboring cities:

State-wide average	21.0%
KFPD	44.9%
Medford PD	32.6%

Roseburg PD	33.0%
Grants Pass PD	12.2%
Bend PD	29.4%

This data confirms not only the quality of the law enforcement services provided to City residents by the KFPD, but also the positive impact the Department has on controlling and reducing criminal activity in the City.

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## New Police Department Building

After much anticipation and high expectations, the new City of Klamath Falls Police Department was completed and opened for business the end of September. What a momentous occasion for the City of Klamath Falls! After voter approval of a four million dollar bond measure to finance half of the expected costs, construction began in summer of 2009. The finished product is not only beautiful but very functional as well. The facil-

ity was designed with growth in mind and will serve the needs of the City for years to come. The facility has a public meeting room which has been used extensively and continues to garner requests for use. The facility also has a room dedicated for use by the Klamath County Major Crime Team which has also been put to use since its opening.

The City of Klamath Falls Police Department would like to, once again, voice our appreciation to the residents of the City as well as City administrative staff and all City elected officials for making this dream become a reality.

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## Citizen's Academy

The 2011 Citizen's Academy has already generated a number of applicants and will start January 13, 2011. The Klamath Falls Police Department will be accepting applications until January 6, 2011.



*Lt. Mark McDaniel taking photographs, DNA samples and fingerprints of children at a Mills Park community event.*

# Police, cont.

Applications are available at the front desk of the Klamath Falls Police Department during normal business hours.

The Citizen's Academy will meet one night per week for a total of ten weeks and involves a classroom-based interactive opportunity for the citizen to learn about

zens must have no pending felony cases and pass a brief background check.

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## Community Watch

The Community Watch promotes an interactive program of crime prevention between citizens in the community and the Klamath Falls

watch out for each other's property.

The key to successful Community Watch programs is for citizens to work with law enforcement, rather than relying solely on police to fight crime. Citizens who become the "eyes and ears" for law enforcement act as a force multiplier of police efforts, which will ultimately result in a reduction to the crime rate, thus making Klamath Falls a safer and more livable community.

Citizen volunteers have worked with police to form a Steering Committee to assist the community in taking ownership of the program. Area coordinators also help by representing different neighborhoods with specific knowledge about that particular area. Those volunteers work to act as a guiding force to help identify the principal concerns of the community. They also partner with police to determine possible solutions to address those concerns.

Klamath Falls citizens are encouraged to attend Community Watch meetings that are held on the last Thursday of each month at the Klamath Falls Police Department located at 2501 Shasta Way from 6:30 p.m. to 7:30 p.m. Citizens are encouraged to contact Lt. Mark McDaniel at (541) 883-5343 to obtain further information about the Community Watch Program.



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## S.W.A.T.

Any community can be the victim of a



*Officer Jeff Hutcheson, the officer in charge of the Motorcycle Program.*

the Klamath Falls Police Department. Academy participants who complete the program will be presented with a certificate of completion by Klamath Falls Police Department Chief James L. Hunter at a dinner ceremony.

Citizens under 18 year of age must be accompanied by a parent or guardian. All Klamath County citizens are welcome to participate, including residents from Siskiyou, Modoc and Lake Counties. Citi-

zens must have no pending felony cases and pass a brief background check.

zens must have no pending felony cases and pass a brief background check. It is the desire of the Klamath Falls Police Department to create more of a sense of community for Klamath Falls residents. The program will help put "neighbor" back into the neighborhoods. Citizens who partner with the Police Department will be working to decrease the chances of becoming a victim of crime by implementing techniques such as target hardening of homes and getting neighbors to

# Police, cont.

major violent incident; therefore, a system must be in place to respond immediately. The Klamath Falls S.W.A.T. Team provides assistance when a situation arises that exceeds the capabilities and equipment of standard police patrol resources. The main objective of the team is to take control of situations where a citizen's or officer's life may be in jeopardy. The primary goal is to effectively apprehend or render a situation safe without the use of force whenever possible.

The Klamath Falls S.W.A.T. Team consists of twelve officers. There are eleven officers from the Klamath Falls Police Department and one from the Klamath County Sheriff's Office. One physician, two paramedics and four specially trained hostage negotiators are also part of the S.W.A.T. team.



*S.W.A.T. Team Member, Officer Jack Daniel*

Each S.W.A.T. team member has volunteered for the position and was required to pass a physical fitness examination and oral interview. These officers are highly motivated and accomplished individuals who continually train on tactics, firearms proficiency and mock scenarios.

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## Detective Division

The Klamath Falls Police Department continues to aggressively pursue criminals that pose a threat to a safe community environment. The Detective Division of the Klamath Falls Police Department is tasked with pursuing criminals who commit the most violent crimes and habitual offenders.

This Division has seven full-time officers assigned to investigate a wide variety of criminal activities. Detectives are assigned to investigate

violent person crimes such as homicides, robberies, assaults, sexual offenses, and abuse to individuals unable to protect themselves. The Division is also tasked with the investigation of major property crimes such as burglaries, financial thefts, computer crimes, and theft involving a large amount of loss.

The Detective Division continues to be

an active member of the Klamath County Major Crime Team, which is comprised of detectives from our agency, the Oregon State Police and the County Sheriff's Office. The Klamath County Major Crime Team is responsible for the investigation of all major crimes or crimes that significantly affect the safety of residents throughout Klamath County.

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## Officers of the Year

The Klamath Falls Exchange Club honors a police officer and a reserve police officer each year for their outstanding service to the community. The Klamath Falls Police Department is pleased to announce Detective Peter York and Reserve Sergeant Don Romano as the Exchange Club's Officers of the Year for 2010.

Detective Peter York is recognized as a valuable member of the Detective Division who has completed several complex and demanding investigations with much enthusiasm and resolve. Detective



*Officer of the Year Detective Peter York*

# Police, cont.

We are very proud of our new Police building. The following pictures show the progression of the project. The building construction started in June of 2009 and the open house was held in September of 2010.



# Police, cont.

York is a S.W.A.T. Team member and also a certified defensive tactics instructor who teaches at the police academy. He also organizes and oversees the KFPD Citizen's Academy, which has been a tremendous public relations tool.

Reserve Sgt. Don Romano is recognized for his exceptional dedication and commitment to the Klamath Falls Police Department's Reserve Officer Program. His vast experience as a former KFPD police officer serves as a tremendous resource for our agency. Reserve Sgt. Romano is certified as a Level I Reserve Police Officer, and his job knowledge and abilities assist him in mentoring other reserve officers. He also unselfishly volunteers for mundane tasks, including scheduling other reserves for events, lengthy crime scene protection assignments and actively participates in the reserve officer bike patrol program.



***Reserve Officer of the Year Don Romano.***

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## ***Patrol Division***

The Patrol Division continues to serve the City of Klamath Falls in a progressive and professional manner, and prides itself in providing citizens with both personal and community oriented service. The Patrol Division responded to 33,482 calls for service between November 1, 2009 and October 31, 2010. The calls ranged from life threatening situations to requests for civil advice. Of those calls, 882 were reports of motor vehicle accidents.

Between November 1, 2009 and October 31, 2010, 2338 traffic citations and 451 criminal citations were issued. (Criminal Citations included such categories as disorderly conduct, public begging, minor in possession of alcohol, or truancy.) Officers also issued 155 parking citations during this time. During this same time period, Klamath Falls Police Officers made 78 arrests for Driving Under the Influence of Intoxicants.

During 2010, Officer Kameron Gordon and Officer Brody Perkins began their careers with the Klamath Falls Police Department.

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## ***Reserve Police Officers***

The Klamath Falls Police Reserve Program currently has eight officers. Membership fluctuates as reserve officers often move toward full-time law enforcement employment.

Prior to being sworn as a reserve police officer, each member must attend a six month training academy, which typically begins each January. These Reserve Officers are utilized in a multitude of assignments including; downtown patrol, parades and many other special events. The Reserve Bicycle Patrol Program has also participated in several bicycle safety events. The Reserve Program remains an essential component of the Police Department providing substantial man-hours at minimal or no expense to the department.



***A photo of an old Reserve Officer Badge.***

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## ***Police Explorer Program***

The Klamath Falls Police Explorer Program provides young people in the community an opportunity to become involved in law enforcement, currently with approximately 16 members ranging in age from 16 to 20. The Explorer Program continues to be an essential component of the Police Department providing substantial assistance at minimal or no expense to the department.

# Community Development

## Projects Around the City



*Dr. Panossian added approximately 3,482 square feet of building area to his medical office at 2614 Almond Street. The remodel included rebuilding the existing parking lot, building a new parking lot and constructing new sidewalks on both Almond Street and Campus Drive.*



*Construction started on a 9,700 square foot addition at the Pelican Pointe Assisted Living and Memory Care Community, 615 Washburn Way. The addition will provide space for 24 patients with Alzheimer's, doubling Pelican Pointe's Alzheimer's facilities.*



*The Klamath Heart Clinic moved to its new location at 2614 Clover Street after completing a comprehensive site redevelopment that included adding approximately 1,000 square feet of new building area, remodeling much of the existing structure, expanding the parking area, relocating the driveway, constructing a new sidewalk adjacent to the property, and adding new landscaping.*



*Planning Staff has been working with the Planning Commission, the City Council and other City Staff to revise the City's Community Development Ordinance. Staff is proposing a number of innovative measures to provide additional flexibility for development in the City. One such measure would be to allow a certain amount of commercial development in residential neighborhoods. The idea is to allow neighborhood stores, restaurants and boutique retail stores. The Portland Street Market is a good example of an existing business that would be allowed under the proposed provisions of the Code. Currently, the store does not match the zoning of the property and is considered a pre-existing non-conforming use. This means the store cannot be altered or expanded.*



*Dr. Thomas Tucker and Dr. Christine Tucker expanded their existing dental office at 2586 Clover Street. The expansion included a 1,700 square foot building addition, comprehensive redevelopment and expansion of the parking lot, driveway realignment and reconstruction, and new landscaping.*

# Community Development, cont.



*Construction was completed on the Iris Glen Townhomes. Iris Glen provides a total of 36 apartment units; including 1 bedroom, 2 bedroom and 3 bedroom units. This project was completed in partnership with the Klamath Housing Authority and will provide low-income housing for the community.*



*Dr. Wedam added this custom tooth shaped bicycle rack during his site remodel for his dentistry building at 2504 Shasta Way. The remodel included major modifications to the existing structure, constructing new sidewalks, adding landscaping, and updating the parking area.*



*Before and After: Jeff Young constructed his State Farm building at 1829 Austin Street. The site redesign included a new building, constructing new sidewalks, adding landscaping, and creating a parking area.*



*Construction began on the new home of 9-1-1. The 5,576 sq. ft. building is located on the same property as the new City Police station at 2501 Shasta Way.*

# Community Development, cont.



*Dr. Wedam added this custom sign and xeriscape landscaping during his site remodel for his dentistry building at 2504 Shasta Way.*



*Ramona and Jerry Maddox purchased this historical identification sign from the City of Klamath Falls for their house at 230 North 6th Street. The City has a program that identifies historically significant buildings and has signs fabricated for those buildings that provides narrative and a historic picture.*



*Before and After: Alexis and Johan Deutscher constructed Our Place to Grow, a child care facility at 2609 Eberlein Avenue. The site redesign included a new building, constructing new sidewalks, adding landscaping, creating a parking area, and installing a new turn lane on Eberlein Avenue.*



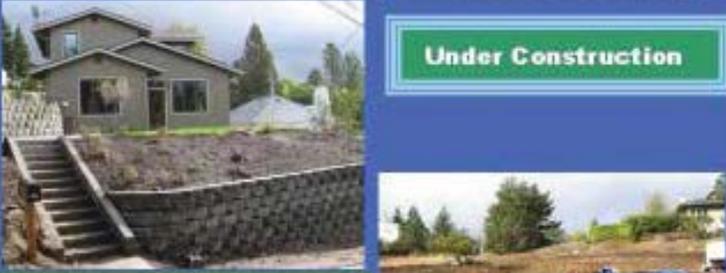
# Community Development, cont.

2010  
Residential Development

**Manufactured Homes**



**Under Construction**



**Single Family Dwellings**



**Duplex**



Home, Sweet Home

# Community Development, cont.

## NEW DOWNTOWN MURALS



In an effort to create more public art downtown, the Klamath Falls Downtown Association funded a mural project on the north wall of 1116 Main Street. The mural is a logging scene from a photo courtesy of the Klamath County Museum. Chris Young, a local artist, completed the mural over the summer.



Chris Young also painted a mural on the south wall of 1111 Main Street. It is a rendition of a painting of a Klamath Basin landscape scene originally done by local artist George McMahan.

# Community Development, cont.

## *New Fencing within City Limits*



**Did you know?**  
Fence permits, free of charge, are required for any new or replacement fencing within the City Limits. Fences must be constructed on or within property lines. A survey may be required to locate property lines.

**Did you know?**  
Residential front yard fencing cannot exceed 3 1/2 feet in height. At the front building plane of the home the fence height can extend up to 6 feet without a building permit or 7 feet with a building permit.



**Did you know?**  
New or replacement retaining walls require approval, too. If a retaining wall is greater than 4 feet in height from the bottom of the footing to the top of the wall, engineered plans and a building permit may also be required.



**Did you know?**  
Trash/recycle containers greater than 50 gallons in capacity must be screened to a height of six feet, by a sight-obscuring fence.



**Know what's below.  
Call before you dig.**



**Did you know?**  
Fence stringers are to face the interior of the lot; however, along common property lines "good neighbor" fencing is allowed by alternating fence sections as depicted in these photos.



**Did you know?**  
A 15-foot vision clearance triangle is required at street intersections, and a 10-foot vision clearance triangle is required at alley/street intersections.



# Community Development, cont.

## *Residential Additions in 2010*

Did you know? Any residential construction including sheds, porch covers, decks, pergolas, carports, garages, and home additions require review and approval from the City Planning Division to assure setbacks, lot coverage standards, height limits, parking standards, and other site nonconformities are met or brought into compliance.



New shed construction

The Planning Division application fee for a residential addition is \$25. Additional fees may be required through the Engineering Division.



Home additions underway



New covered entry



New decking



New patio cover

Nearly 50 residential reviews for additions were approved in 2010.



Garage/addition underway



Driveway upgrade resulting from shed addition to property.



New pergola

# Community Development, cont.

## New Signage in City Limits in 2010



**Wall Signs**

Did you know?  
A sign permits is required for any new or replacement signage to assure signage is in conformance with City sign standards.



**Multi-Tenant Free-Standing Sign**



**Monument Signs**



**Awning Signs**



**Projecting Signs**



**Portable Signs**



**Free-standing Signs**



### Did you know?

#### Portable signs:

- May not exceed six square feet per side.
- Shall be made of weather resistant materials and weighted so it cannot be easily blown over or moved.
- Signs shall not be placed in parking spaces or landscape beds.
- Cannot exceed 4 feet in height and 2 feet in width

# Parks



*Linkville Cemetery - Over 1,000 volunteer hours were contributed by Friends of the Linkville Pioneers, Klamath Co. Historical Society, Klamath Genealogical Society, American Legion Post 8, Churches, and others to restore markers, raise funds, research, and cleanup the Cemetery as a match for an OR State Historic Cemetery Preservation Grant.*



*City Parks Employee Britton McAda and two Youth Conservation Corps members from Integral Youth Services are shown erecting one of two Klamath Watershed Partnership funded Informational Kiosks at the new Putnam Landing Fishing Pier (in background). The Pier was constructed with funding from the Klamath Tribes, Oregon State Fish & Game Enhancement Fund, Pacific Corporation, and the City of Klamath Falls.*



*Events in Mills Park: Members of the Mills neighborhood and numerous agencies, such as Lutheran Community Services, OIT Engineers Without Borders, the Hispanic Advisory Board, various churches, and others have been working on designing and raising funds for new features at Mills Park. This was one of the many events held in the Park to raise funds for a new scrimmage soccer field.*



*Linkville Cemetery - Rededication of the restored Patzke Monument. The children buried here were victims of a World War II Japanese Balloon Bomb. The restoration work was funded by an Oregon State Historic Cemetery Grant and the City of Klamath Falls.*

# Parks, cont.

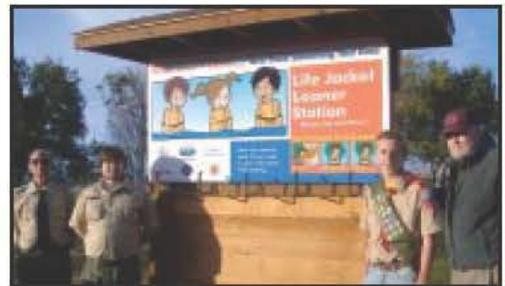


*Some of the trees in Moore Park were trimmed thanks to a generous donation by a citizen.*



*The OR State Marine Board and City of Klamath Falls funded resurfacing of the parking lot at Moore Park Marina II on Upper Klamath Lake.*

*With help from the Friends of Moore Park, Boy Scouts, Lake Ewauna Rowing Club, and Oregon State Marine Board Grants, three Personal Floatation Device loaner stations were built at both Moore Park Marinas and Veterans' Memorial Park Marina.*



*A controlled burn was performed at Moore Park to reduce the amount of combustible fuel to lower the threat of fires. The burn was supported by the OR Department of Forestry, Bureau of Land Management, Fire District #1, Lava Beds National Monument, and Wildfire Technologies, Inc. & others.*

*Stukel Park had a sidewalk and tennis court renovation. Members of the Klamath Falls Community Tennis Association donated more than a thousand hours to resurface both the Stukel Park and Moore Park tennis courts. The Association and Friends of Moore Park also raised funds to purchase new nets and paint for the tennis courts.*



# Wastewater

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## Wastewater Division

The Wastewater Division provides wastewater services to 7,759 customers, which includes residential, commercial, institutional, and industrial users. The Wastewater Division's daily function includes wastewater collection, wastewater treatment, reclaimed water supply, bio-solids composting, and commercial/industrial pretreatment services. In 2010 the Wastewater Division continued to focus on improving the wastewater utility system effectiveness, process efficiencies and overall quality services. Staff continues to track measurable performance metrics that provide numerical information, which not only reports how the Division is meeting its effectiveness and efficiency, but also quality goals for our customers. The Wastewater Division completed its Master Facility Plan to identify future Treatment plant upgrades in efforts of meeting the requirements of the upcoming Total Maximum Daily Load (TMDL) of the Klamath River.

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## Wastewater Collection

During calendar year 2010, the City experienced limited growth within the City's wastewater utility service area. Despite limited growth and revenues, the Wastewater Division continued to sustain the levels of effective, efficient and quality services for their ratepayers. Wastewater staff continued to provide scheduled operations and maintenance of the existing wastewater

collection system consisting of: 12 wastewater pump stations; 2,600 sanitary sewer manholes, approximately 155-miles of sanitary sewer; four storm-water pump stations; 2,500 storm catch-basins and 30-miles of storm sewer. Of the four performance metrics that were devised for the wastewater collection system to measure performance, the two that would have the most immediate importance for their rate payer would be the service effectiveness measures of the Sanitary Sewer Overflows (SSO's) and the Sanitary System Integrity Rate (SSIR).

This superior level of service was achieved by staff working at all hours of the day and night in all types of weather and reflects the City's commitment to providing its ratepayers the best service available for the available funding, equipment and staffing on hand. However, forthcoming Environmental Protection Agency (EPA) regulations will require wastewater utilities to work toward zero sanitary sewer overflows and a significant reduction in system failures (near zero) through a program, called CMOM (Comprehensive Maintenance Operations and Management). The total impact upon increased costs of operations is unknown at this time, but having the ability to track current effectiveness, efficiency and quality efforts will translate into predictive future costs once the regulatory requirements are finalized.

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## Wastewater Treatment

In 2010 the City's Spring Street Wastewater Treatment Reclamation Facility (SSWTRF) and Bio-solids Composting Facilities continued to serve the City and citizens of the Klamath Basin in many positive ways. The Wastewater Treatment Plant operated the entire period well within its EPA Discharge Permit limits while providing high-quality, treated effluent to Lake Ewauna that was routinely 95% better than what the EPA Discharge Permit required. This level of water quality assured that all users of Lake Ewauna (i.e. anglers, birders, rowers, boaters, water skiers, jet skiers, irrigators and wildlife) were safe with respect to the water placed in Lake Ewauna by the Spring Street Wastewater Treatment Plant.

Along with providing high quality treated reclaimed water to the Co-Generation facility, the Wastewater Division applied for a SRLF (State Revolving Loan Fund) through the State of Oregon to assist in the construction of the items identified in the Master Facility Plan. These items are:

- New Influent Pump Station and Headworks with upstream screening;
- New Primary Clarifiers including new primary sludge pumps and scum removal system;
- New digestion and sludge thickening process;
- Three additional aeration basins, for the purpose of reliability, nutrient removal and power savings;

# Wastewater, cont.

- Improvements to the disinfection and automation systems.

Also during this past year from the Bio-Solids Composting Facility, over 2,500 cubic yards of EPA Class A Exceptional Quality compost was given away to the public free of charge.

The EPA's (TMDL) restrictions for the Klamath River will continue to challenge treatment staff and treatment budget costs to bring the aging SSWTRF into compliance with these new requirements.

Though these new regulatory requirements will one day become reality, the Wastewater Division staff will continue to measure its performance based upon their toughest and most valued customers, the City of Klamath Falls ratepayer and the natural residents of the eco-system the SSWTRF impacts by its operations.

## *Industrial Pretreatment Program*

The City of Klamath Falls has undertaken a major effort to classify, obtain data, issue permits, monitor, and inspect non-domestic sewer users. These efforts are accomplished through the operation of a federally mandated pretreatment program, with direction by the Oregon Department of Environmental Quality (ORDEQ), and the EPA.

The City of Klamath Falls recently updated the Pretreatment Program in order to incorporate new rules

made to pretreatment regulations found in 40 CFR Part 403. The new rules were developed to align more closely with (NPDES) regulations and provide pretreatment programs with greater flexibility to assist industrial dischargers in complying with Federal, State and Local regulations. The new program was approved by the EPA and ORDEQ on March 20, 2009.

Businesses needing to be permitted have received updated industrial waste discharge permits setting discharge requirements to reduce pollutant loading to the sewer system. Those businesses not needing a discharge permit have been issued a Discharge Authorization Certificate requiring compliance with the city's Sewer Use Ordinance, and Federal RCRA Requirements after being surveyed.

Pretreatment Program staff has been working with local Dentists within the service area to imple-

ment the Oregon Dental Association Best Management Practices targeted to reduce pollutant loadings such as Mercury and Silver to the wastewater system. Pretreatment staff has also begun to work with local food service establishments in an effort to reduce fats, oils and grease loadings to the sewer system via the guidance of a Best Management Practices Plan developed to encourage the recycling of restaurant waste, rather than disposal to the sewer system.

It is the City of Klamath Falls' intent to implement the Pretreatment Program among the users of the sanitary sewer system using a cooperative approach, providing guidance in order to encourage pollution reduction, waste recycling and overall water use reduction. The program's objective is to protect those individuals maintaining the collections system, wastewater treatment plant process, public health, and the environment.



***The Wastewater Division had to replace a portion of the City's infrastructure that was about to fail due to deterioration of the wastewater pipes from high hydrogen sulfide (which is highly corrosive) levels in the wastewater. Hydrogen sulfide is caused mostly from domestic sources.***

# *Ward I - Trish Seiler*

***Term: 2009-2012***

***Phone: (541) 884-8248***



This year has been a time of transition as we review the past and prepare for the future. From changes in administration to the recent dedication of police facilities on Shasta Way, City Council and staff have consistently worked to build partnerships and explore cost efficiencies at every level of service.

2010 has been a challenging year, for our citizens, for local government, for businesses large and small, and for education, health and human service agencies. However, new opportunities for growth and development have arisen as our community continues its' slow recovery from the current economic downturn. Job creation through renewable energy, health care and "green" development programs will remain top priorities in Council's planning and policy work.

Ongoing City participation in Team Klamath and Team Energy Klamath will strengthen this year's endeavors to recruit physicians and other health care providers, and to create niche markets to attract investors and companies to the Klamath Basin.

Additional efforts will focus on our existing businesses as we examine and revise city codes to support a business friendly environment. Revitalization of the downtown core will continue in partnership with the Klamath Falls Downtown Association and other organizations.

This year also reaffirmed, in very tangible ways, my faith in our community, through several projects. Conversations with local citizens through Klamath Vision 2020, the Public Safety Committee and my Community Café project confirmed my belief in the power of individuals to affect positive change in our town. In each of these venues I found people hungry to engage in civil dialogue to discuss their concerns and to propose realistic solutions to community issues. I will continue Community Café during 2011 in partnership with Green Blade Bakery and Mia's & Pia's Pizzeria.

The Sanford Pediatric Clinic is the first in what is hoped to be a 'health care cluster' for economic development, providing good jobs in health care and related industries. When the clinic is dedicated in 2012, children from our entire region will have the best medical care possible, in a 'kid-friendly' environment. Sanford's approach to treatment of children with serious illnesses has revolutionized pediatric care worldwide. We are fortunate they now call Klamath Falls "home."

Finally, I thank Councilwomen Betty Dickson and Cheri Howard for their many years of service to the community. They have a long list of accomplishments to show for their time in office. Their dedication to their constituencies, and to the entire community, is much appreciated.

# Finance

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## *General Fund*

The money to pay for the City of Klamath Falls' General Fund services comes mainly from property taxes and charges to other funds and departments within the City for services provided. Those two items represent 62% of the General Fund resources. The General Fund also had a carryover from the prior year of a little more than \$2,300,000 which is also available to pay for City services. The Urban Renewal Funds revenue comes from the taxes collected on properties within the District boundaries, while the rest of the funding comes from borrowings.

General Fund expenses are primarily used for public safety. Sixty percent of the appropriations are for Police, Code Enforcement and Municipal Court operations. Close to 21% of the appropriations are being held in reserve for potential emergencies. The three Urban Renewal Districts spend their money on projects identified in their individual Urban Renewal Plans.

### Where the Money Comes From:

Current property taxes	\$ 4,572,975
Taxes previously levied	202,825
Cigarette & liquor taxes	740,175
Franchise fees	951,450
License/permits/fees	170,075
Charges for services	4,137,550
Fines & forfeitures	411,275
Investment Income	46,950
Repayment of interfund loan	800,000
Miscellaneous Revenue	7,325
Prior year carryover	<u>2,316,875</u>

Total General Fund \$14,357,475

### Where the Money Goes:

Police Department	\$ 6,441,925
Code Enforcement	425,450
Municipal Court	268,325
Other General Fund items	149,100
Maintenance	850,700
Legislative	156,225
Legal	268,850
City Manager	501,925
Finance	772,900
Human Resources	253,250
Information Systems	416,650
Planning	561,375
Public Works Engineering	823,150
Reserves	<u>2,467,650</u>

\$14,357,475

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## *Airport Fund*

The Airport Fund operates the City's Airport, both civilian and military interests. Revenue mainly comes from City property taxes and the rental activities at the Airport. Because of the commercial flights at the Airport, the Federal Aviation Association contributes significant funds to keep the runways and taxiways in top-notch condition.

The Airport employs six people tasked with the job of keeping our Airport up and running during all kinds of weather. We are also constantly working with our counterparts at the base.

Current property taxes	\$ 493,475
Taxes previously levied	23,400
FAA & ANG grant funds	5,405,350
Charges for service	727,050

Airport capital projects	\$ 4,826,875
Loan payments	667,525
Operations	1,622,775
Transfers out	9,425

# Finance, cont.

Investment income	\$ 5,700	Reserves	208,850
Prior year carryover	<u>680,475</u>		
Total Airport Fund	\$7,335,450		<u>\$7,335,450</u>

## *Parks Fund*

The Parks Funding comes from property taxes, a water assessment fee and Hotel/Motel taxes. This Fund is responsible for the maintenance and upkeep of over 600 acres of Parks property.

Current property taxes	\$ 712,800	Parks capital projects	\$ 616,925
Taxes previously levied	33,800	Operations	1,124,775
Hotel/motel taxes	333,850	Transfers out	8,875
Charges for services	7,275	Reserves	123,000
Investment income	4,875		
Miscellaneous revenue	27,200		
Assessment on water fees	362,275		
Prior year carryover	<u>391,500</u>		
Total Parks Fund	\$1,873,575		<u>\$1,873,575</u>

## Ward III

**Cheri Howard**

**Term: 2007-2010**

**Phone: 884-4410**

The year 2010 has been a year for change. It will definitely be a change for me. Some may say it's too bad, but I'd like to look at it from a positive point of view. I have many wonderful memories of my 16 years as City Councilor for Ward III. We have a beautiful new Airport terminal, a new shopping center to replace Shasta Plaza (although a few empty spots exist, hopefully, things will pick up soon) and a beautiful downtown with Geothermal sidewalks! We have a new street-

scape with trees planted along East Main Street that have enhanced the area and given Mills Addition a boost in pride. This is only the tip of the iceberg. I'd be here all day listing all of my memories I've acquired over the years so I'm just naming a few.

All in all, it has been a very rewarding time for me and I want to thank all of my constituents for their confidence and support the past 16 years. It has been a pleasure serving all of you.

I also want to take this opportunity to say thank you to all of the City staff. You are the best staff any Councilor could ask for. You are the ones that made City Council look good. I am so pleased to call so many of you my friends. I am truly blessed to know all of you.



Thank you again and please know that I will miss being a part of the organization, but I will still be here to support you!

# Airport

The year 2010 will be remembered at the Klamath Falls Airport as a time of development, growth, change and challenge. Each of these elements will have its indelible print on the City's future.

Sky West's reduction in its schedule in October with the elimination of a flight to Portland.

The service during the last quarter of 2010 was two flights to and from San Francisco per day and one

(FFA), American Recovery Reconstruction Act (ARRA), and Military Cooperative Construction Agreement (MCCA) funds aggregating more than \$23,000,000. For this, the primary runway was refurbished, the arresting systems for the military jets were replaced, the radar system was relocated, and taxi ways were improved, among other projects. This was a major project and while it vastly improved Airport infrastructure, it should be qualified that the contractor installed deleterious materials in the runway's pavement mix. Though there was contention, the City was able to re-initiate the project and complete critical work needed to have a fully functioning airfield. The City has sought a remedy to this issue to assure the quality of the runway's improvements over the next decade or two.



*From left to right: Bill Hancock, Airport Operations Manager; Sam Pagen, Airport Operations Specialist; Linda Tepper, Airport Business Manager; Richard Voss, Airport Operations Specialist; Mike Barkley, Airport Operations Worker; and John Longley, the Airport's new Airport Director.*

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## Air Service

Air service has increased despite the economy's general poor economic health. While there had been a decrease in enplaned passengers in 2009, the trend was definitely up in terms of passengers enplaned during 2010. Overall, going into the final quarter of 2010, the trend was a healthy 10% increase over the same period in 2009. This good news was qualified, however, with

flight to and from Portland per day. Addressing this service reduction has become an urgent priority of the Airport's management.

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## Improvements

While the community observed a positive trend in air service utilization, it also saw the completion of a major airport improvement project. The project utilized local, Federal Aviation Administration

The improvement focus in 2010 also included taxiway projects and the ARRA monies. The quality of Taxiways E and G were improved assuring a better overall facility. Local small businesses, to a significant degree, were hired to complete the work. The quality of the work on the taxiway was closely inspected and found to be in compliance with quality standards.

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## Upper Deck Restaurant

Along with major improvements being completed on the airfield, the Airport terminal restaurant reopened as the Upper Deck with great food and fair prices. The restaurant serves the Klamath Falls community, local businesses, Air-

# Airport, cont.

port users, military personnel, and passengers for Sky West. Open for breakfast and lunch daily and Friday and Saturday nights for dinner, the number of patrons has consistently grown since opening and

pilots flying in, but they provide an important convenience for those using the airline service and those working in the Airport community. Also, restaurants raise community awareness about the Airport and

improve the appearance and the quality of services in Klamath Falls. Always friendly and proactive, Ocean Air offers hangar facilities, fueling, rental car coordination, and related services.



*Denise Bowers, owner of the Upper Deck Restaurant, along with employees, and representatives from the Chamber of Commerce, City Manager Rick Whitlock, Airport Director John Langley, and Councilwoman Trish Seiler at the ribbon cutting.*

owner/operator Denise Bowers is optimistic about the restaurant's future.

visibility is always very important for a City enterprise located miles from City Hall.

Restaurants are an important amenity for airports. Not only are they the destination for the legendary \$100 hamburger to general aviation

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## Fixed Base Operator

In early 2010, after much effort and negotiation, the Airport was excited to welcome a

new full-service Fixed Based Operator (FBO), Ocean Air - Klamath. This well-experienced operator has established itself at other airports in Oregon and has invested to



*TSA Employees assigned to the Klamath Airport.*

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## TSA

A necessary part of all air service operations is the screening of passengers done by the Transportation Security Administration (TSA). The Klamath Falls TSA operation has excelled and its achievements have been recognized by the TSA Administrator. The TSA Klamath Falls crew received the 2010 National Honorary "Team" Award in recognition of their outstanding performance over the last eight years in fulfilling TSA's important mission of protecting the Nation's transportation system to ensure freedom of movement for people and commerce, and their stellar accomplishment of no workplace injuries throughout that time period.

They say a highway leads to a place, but a runway leads to the World. Such is the case with the multi-purpose Klamath Falls Airport. The Airport makes Klamath Falls a destination for general aviation, commercial, air service, and military users from throughout North America. It is a key component of the nation's air service system. Though the general economic temper was difficult in 2010, the City is proud to report that the Airport's services are expanding and that its facilities are being improved for greater opportunities over the coming decades.

# Maintenance

The Maintenance Division currently consists of 10 full-time employees who work on miscellaneous projects dealing with electrical, plumbing, carpentry, computers, and general maintenance issues. The Division provides maintenance for all departments within the City by maintaining and/or improving conditions of City owned buildings and equipment including water, wastewater and geothermal equipment, the traffic control system, the City-wide street lighting system and the Supervisory Control and Data Acquisition System (SCADA). Our goal is to enhance the efficiency and reliability of City facilities and equipment that provide services to the citizens of Klamath Falls. Top priority is given to preventive maintenance tasks that improve the performance and dependability of City facilities and associated equipment.

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## ***City Buildings and Equipment***

The Maintenance Division performs regularly scheduled preventive maintenance and repairs on all City buildings and related equipment. Additionally, the Division often receives requests for unexpected repairs, installation of new equipment and remodeling of offices, which are then prioritized and scheduled to best accommodate City staff. The Division is also responsible for monitoring the operations of the contracted janitorial services for seven City-owned buildings.

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## ***Water, Wastewater & Geothermal Equipment Systems***

There are approximately 70 locations that house pumps, motors and associated electrical equipment pertaining to the operation of the Water, Wastewater and Geothermal Divisions. All equipment supporting these operations are crucial to the City's ability to provide services to the residents of Klamath Falls.

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## ***Traffic Control System***

There are currently 30+ intersections within the City that are controlled by traffic signals. All traffic signals operated and maintained by the City have state-of-the-art solid-state controllers and Light Emitting Diode (LED) overhead and pedestrian lights. LED lights use approximately 75% less energy and last five times longer than the old incandescent type. This allows for considerable cost savings in the operation and maintenance of the City's Traffic Control System. All signals receive routine checks and maintenance.

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## ***Street Lighting System***

There are approximately 3,000 streetlights within the City limits, including some of the newly annexed areas. Staff responded to roughly 350 trouble calls this last year. The City is also currently exploring options to try and convert the current system. Vandalism adds

to the number of trouble calls received each year. Citizens should always report any observed vandalism of street lights to the Police and are encouraged to notify the Department of any lighting problems by calling (541)883-5397.

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## ***Supervisory Control & Data Acquisition (SCADA) System***

Each year we continue to improve our SCADA System and this year the system has been built-out so that almost all of the well fields and collection lift stations now have a device to monitor them and will "alarm" if a dangerous situation arises. This system transmits information to a control center that monitors and controls pumps, motors, levels, and temperatures associated with City Water, Wastewater and Geothermal operations.

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## ***Work Orders / Facility Management***

The City utilizes its Government Management Computer Program to schedule all preventive maintenance tasks and record a history of all scheduled and unscheduled maintenance activities.



# Streets

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## ***Streets & Equipment Division***

The City of Klamath Falls Streets Division's top priority is to maintain the City's rights-of-way in a safe condition for the public. Klamath County provides the Street Division with a share of timber receipts that assists us with the daily maintenance efforts and also major street project funding that will benefit the entire community. In an effort to keep the City's infrastructure in a safe and usable condition, the following maintenance operations are scheduled during the summer months: overlays, crack sealing, pothole repair, utility cut repair, concrete repair, street striping, project inspection and street sweeping, which is generally accomplished year round as weather permits.

During the winter months, snow and ice removal is the number one priority for the Street Division.

Typically, snow removal and snow hauling takes a large portion of available man hours. When weather permits, street crews continue to make repairs on streets, utilizing cold and recycled asphalt mix for repairs, dealing with drain-



***Joe Pridemore, Equipment Operator I, replaces a sign on Spring Street.***

age, cleaning and repairing of open trench ditches and working on the day-to-day repairs that are necessary to provide roadway safety.



***Street operators, Pat McLaughlin, Ed Hermann, Joe Farmer, Tim Grounds and seasonal employee Brandon Dierick racking asphalt.***

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## ***Street Signs***

The City of Klamath Falls has over 4,900 signs that are in constant need of repair or replacement. Numerous signs are replaced because they become unreadable due to deterioration from the sun or being damaged from traffic accidents and/or vandalism.

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## ***Street Maintenance***

The Street Division crews maintain the streets utilizing various methods such as crack sealing, chip sealing, maintenance overlays, and soft spot repairs. Most street repairs were required due to road failure or utility repairs for City water and sewer. Maintenance overlays were also performed to refurbish existing infrastructure and improve the livability of neighborhoods.

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## ***Fleet Services***

The Fleet Services shop maintains and repairs all of the City's vehicles and heavy equipment. The average age of the fleet is nine years and is maintained and repaired by two National Institute of Automotive Service Excellence certified mechanics. The shop maintains up-to-date and accurate records on all rolling stock to ensure that service and repairs are done in a timely manner. Regular service and prompt repairs extend the useful life of the assets and reduces operational costs.

# Boards & Commissions

Members of the Klamath Falls' boards and commissions donate hundreds of hours of expertise. As of December 1, 2010, they are:

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## ***Planning Commission***

*(Meets 2nd Monday at 7:00 p.m.)*

Brian Fitz Gerald  
Mike Smith  
Andrew Frei  
Cole Chase  
Mark Neupert  
Marcus Henderson  
Greg Williams

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## ***Downtown Urban Renewal Advisory Committee***

*(Meets 2nd Thursday at 8:00 a.m.)*

Susan Beach  
Jim Carpenter  
Linda Weider  
Lin Warner  
Bill Adams  
Rex Turner

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## ***Parks Advisory Board***

*(Meets 1st Thursday at 5:00 p.m.)*

Joy Augustine  
Cheri Howard  
Mike Smith  
Jim Carpenter  
Leah Reynolds  
Marcus Peterson  
Jeff Ball

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## ***Klamath Falls Inter- Community Hospital Authority***

Betty Dickson  
Trey Senn  
Neal Eberlein  
Starla Davis  
Jenine Stuedli  
Linda Weider

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## ***Parking District Committee***

*(Meets 2nd Thursday at 8:00 a.m.  
jointly with DURAC)*

Brad Aspell  
Rich Bogatay  
Dan Beach  
Steve Spencer  
Mike Moore

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## ***Traffic Control Board***

*(Meets 1st Tuesday at 10:00 a.m.)*

Sandra Fox  
Mark Carlson  
John Spradley  
Ernie Palmer  
Stan Strickland  
Bud Hart  
Chuck Cox  
Randy Bednar  
Mark Willrett

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## ***Snowflake Festival Committee***

Wynne Broadcasting (Bernice Hantzmon, 2010 Committee Chairperson); City of Klamath Falls; Lt Col. Lance McCuiston (2010 Snowflake Parade Grand Marshall); New Northwest Broadcasters (Rob Siems, Steve Machado, Nikki Westlake, Sam Dunlap); Quota Club International (Betty Dickson, Fran Coker); The American Legion, Post 8 (Jim Phillips, Leroy George, Craig Allen Blues Band); Klamath County Chamber of Commerce (Chip Massie, Heather Tramp, Rachel Spoon, Courtney Forney, Natalie Hoffman); Klamath County Fire District #1; Todd Allen; The Epicenter (Reba VanAcker, Brian Smith); Don Ambers; Assistance League ® of the Klamath Basin (Jean Bandfield); Klamath County Association of Realtors ® (Phyllis Moore); Outstanding Teen Scholarship Pageant (Cindy Owens, Cheri Sandberg); Ohana Momma's (Cynthia Postlethwait, Suzanne McCoy); Unity of Community (Mary White); Discover Klamath (Board of Directors, Jim Chadderdon, Erin Williams); "The Team" at *The Herald and News*; Charter Communications (Rashell Peterson); Peace Memorial Presbyterian Church (Anita Stephens); Marvin Dykstra and Randy Bailey; Klamath Ice Sports; The Creativity Collective (Christy Soto, Mike Stier); Miss Oregon (Stephanie Steers); Amtrak of Klamath Falls; Klamath Chorale; Torn Curtain Ministry (Lauralee Nichols); Spot On T-Shirt Printing (Greg Glassow); Winema Electric.

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## ***Budget Committee***

Starla Davis  
Brian Fitz Gerald  
Marty Ledgerwood  
Sean Ferns  
Greg Williams

# City Directory

## Administration

Mayor, Todd Kellstrom	541-883-5316
City Manager, Rick Whitlock	541-883-5316
City Attorney, Joanna Lyons-Antley	541-883-5323
City Recorder/Elections, Elisa Olson	541-883-5325

## City Council

Ward I - Trish Seiler	541-884-8248
Ward II - Irving "Bud" Hart	541-884-1807
Ward III - Cheri Howard	541-884-4410
Ward IV - Betty Dickson	541-880-0133
Ward V - Bill Adams	541-884-6507
Ward III - Greg Taylor (as of 1-1-11)	541-891-5734
Ward IV - Dan Tofell (as of 1-1-11)	541-884-9760

## Airport

Airport Director, John Longley	541-883-5372
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## Finance

Finance Director, Phyllis Shidler	541-883-5307
Assistant Finance Director, Mary Hutchison	541-883-5354
General Accounting	541-883-5357

## Municipal Court

Court Clerks	541-883-5311
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## Human Resources

Human Resources Director, Susan Kirby	541-883-5317
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## Community Development

Community Development Director, Sandra Fox	541-883-5361
Business Licenses	541-883-5358
Code Enforcement	541-883-5358
Parks, Recreation & Cemeteries	541-883-5351

## Police

Emergency	9-1-1
Police Chief, Jim Hunter	541-883-5336

## Public Works

Public Works Director, Mark Willrett	541-883-5363
City Engineer, Don Wilcox	541-883-5290
Maintenance Services & Street Lighting Superintendent, Rick Slover	541-883-5257
Street Superintendent, Chuck Cox	541-883-5385
Water & Geothermal Superintendent, Randy Travis	541-883-5388
Water Infrastructure Supervisor, Rod Denson	541-883-5388
Wastewater Manager, Jeff Fritz	541-883-5384
Utility Billing/Disconnects	541-883-5301
Emergency Utility (after hours)	541-883-5392